City of San Diego

ADA
(Americans with Disabilities Act)
Self-Evaluation Plan

Phase 2
Conducting Surveys

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Community Services

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Plan Agenda

Phase	Responsible Party	Completed By
1. Identify Programs, Activities and Services	Department	October 1, 1992
2. Conduct Surveys	ADA Representative	November 15, 1992
3. Review Surveys	Task Force/ADA Rep.	December 15, 1992
4. Determine Corrective Actions	Task Force/ADA Rep.	December 15, 1992
5. Develop Implementation Plan	Department	January 15, 1993
6. Submit to Council	Disabled Services Coordinator	January 26, 1993
7. Follow-up	ADA Representative	(As Required)

Title
Americans with Disabilities Act (ADA) Self-Evaluation Plan.

Purpose
The purpose of the City Self-Evaluation Plan is to ensure that all of City Department's programs, activities and services are in compliance with the Americans with Disabilities Act (P.L.101-336). This survey provides a general framework for completing the Self-Evaluation survey.

Departments are encouraged to be creative and flexible in their approach to fulfilling their ADA requirements. Because of the differences between Departmental programs, there is no single "right" way to complete the Self-Evaluation survey.

Background
In 1990 President Bush signed into law the Americans with Disabilities Act (P.L.101-336). This civil rights legislation protects the rights of people with disabilities. Title II of the ADA delineates the role of State and Local government to provide access to communications, building and facilities and programs, activities and services. Regulations implementing ADA call upon State and Local government to complete a "Self-Evaluation" of their programs, activities and services and to complete a "Transition Plan" when structural changes are necessary to make programs accessible to people with disabilities.

Timeline
The "Self-Evaluation" process which includes identification, surveying and corrective action plans are to be completed by January 26, 1993.

ADA
(Americans with Disabilities Act)
Self-Evaluation Survey Form

Department:

Division:

Program:

Contact Person/Title/Phone:

Location of Program:

Brief description of Program:

ADA

(Americans with Disabilities Act)

Self-Evaluation Survey Form

Table of Contents

1. **Department Personnel Responsible for ADA Self-Evaluation Survey**

   Identify Department personnel and the departmental unit(s) responsible for conducting the self-evaluation survey.

   _____

   _____

2. **Notification & Advertisement**

   How is the public notified of the existence and services of this Program (i.e. meetings or oral presentations, printed materials, media, or other)?

   _____

   _____

   _____

   _____

   Are efforts made to notify people with disabilities of this Program? If so, how?

   _____

   _____

   _____

   _____

   Are non-discrimination notices included in informational materials? Do such notices specify non-discrimination on the basis of disability?

   _____

   _____

   _____

   Note:
   All public information (brochures, posters, public service announcements, etc.) are to include a statement that the Program is in compliance with the ADA in all materials and advertisements.

Is this information available in buildings/facilities that are accessible? If not, is the information available in an accessible location?

_____

_____

_____

_____

3. **Program Service & Activity Eligibility or Participation Requirements**

List all sources of policies (including statutes, regulations, and subregulatory sources such as policy directives and guidance memoranda, manuals and other guidelines) that govern the administration of the Department's Program.

_____

_____

_____

_____

_____

List all eligibility requirements for this program. Particular attention should be paid to policies incorporating or establishing (remember this is referring to eligibility for public participation not employees):

- physical or mental fitness or performance requirements;

- safety standards;

- testing requirements;

- educational requirements;

- work experience requirements;

- income level requirements;

- credit rating requirements;

- requirements based on disability;

- requirements that prohibit participation because of disability;

- insurability requirements;

_____

_____

_____

_____

_____

_____

_____

_____

_____

4. Boards & Commissions

List all boards, commissions, task forces and other such bodies that are staffed by the Department in connection with the Program. Does each body include the "access statement" in the attached A.R. 96.10 Section 5.7 on all meeting announcements? If not, by what date will it be included?

Body	Enter "Yes" or date Access Statement will be included
_____	_____
_____	_____
_____	_____
_____	_____

5. **Information & Training for Staff**

What staff members need to be aware of the Program's obligation under the ADA and policies designed to enable people with disabilities to participate in the Department's Program.

_____

_____

_____

_____

List steps to ensure that all staff involved in this Program will be informed periodically of, and understand fully, the City's policy of non-discrimination on the basis of disability.

_____

_____

_____

_____

6. **Complaints**

What unit and position(s) are responsible for receiving and processing complaints?

_____

_____

Describe the process by which complaints are processed.

_____

_____

_____

Describe the ways in which the Department notifies staff and the public about the complaint process.

_____

_____

_____

_____

7. Use of Contractors

Note:

• *You must obtain a letter of Assurance of Compliance from contract services. Contractors must submit self-evaluative and compliance plans. You must discontinue contracts with organizations that do not comply.*

List below all contractors used by the Department to conduct programs, services or activities.

_____

_____

_____

_____

List steps to inform those listed of the City's commitment to non-discrimination on the basis of disability (remember that the non-discrimination mandate extends to the awarding of procurement contracts).

_____

_____

_____

_____

_____

Provide language included in Department contracts to ensure that contractors are aware of their obligations to take steps to facilitate the participations of individuals with disabilities in programs they operate on behalf of the Department.

Boiler plate language will be provided by the City Attorney's office

and will be distributed to all departments.

8. Facilities Used

If the Program's facilities are not wheelchair accessible what methods are used to ensure that people with disabilities can use and benefit from the Program.

_____

_____

_____

_____

Are there specialized components or services for persons with disabilities or program elements which particularly affect disabled persons? If so, please describe.

_____

_____

_____

_____

Are there any other barriers or problems which may limit the ability of persons with disabilities to benefit from the program or services?

_____

_____

_____

_____

9. Transportation

Is transportation provided for persons using the Program? Describe.

_____

_____

_____

_____

If the answer to the above question is yes, describe the transportation available to persons with disabilities using the Program.

_____

_____

_____

_____

What departmental unit and position(s) are responsible for the transportation policy?

_____

_____

10. Decisions about Undue Financial & Administrative Burden

Note:
Circumstances where personnel believe that the proposed action would fundamentally alter the service, program, or activity or would result in undue financial and administrative burdens must be referred to the City Manager. Any decision that compliance would result in such administrative burdens must be made by the City Manager or his/her designee after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion. If an action would result in such an alteration or such burdens, the City shall take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity.

11. Documents & Publications

List all the publications and documents (i.e. maps, brochures, fact sheets, etc.) that are available to the public.

_____

_____

_____

_____

_____

_____

What procedures have been established to ensure that documents can be put in alternate formats (cassette tape, large print, Braille, computer disk, etc.)?

_____

_____

_____

_____

What Program unit and position(s) are responsible for making documents and publications available in alternate formats?

_____

_____

Indicate the policy which includes information on making program documents and publications available in alternate formats.

The policy is A.R. 96.10 City Accessibility Policy for People with _____

Disabilities which is attached.

12. Telephone Communication

Does the Program provide service or information to the public over the telephone? If yes, is a Text Telephone (TT) / Telecommunication Device for the Deaf (TDD) available?

_____

_____

List the location and telephone numbers of the TDDs/TTs.

_____

_____

Indicate what agency, commercial telephone or TDD directories in which the numbers have been listed.

_____

_____

_____

If there is not a TDD available for this program, list steps to ensure effective communications with hearing and speech impaired individuals.

When a TDD is not available for the program, the California Relay Service is

used. The phone numbers for the California Relay Service's phone

numbers are:

TT/TDD	1-800-735-2929
Voice	1-800-735-2922

What steps are taken to familiarize appropriate staff with the operation of TDDs/TTs and/or the California relay service?

_____

_____

_____

13. Interpreters

List all Program activities (i.e. public meetings, hearings, individual appointments, etc.) where a sign language and/or oral interpreter might be needed to ensure that persons with hearing impairments can fully participate.

_____

_____

_____

_____

_____

Describe the process by which the Program secures the services of interpreters (if the Program has never secured the services of an interpreter, please see attached memo).

_____

_____

_____

_____

How are deaf and hearing impaired persons informed of the availability of sign language or oral interpreters?

_____

_____   _____

What Program unit and position(s) are responsible for making interpreters available in Department programs, services and activities?

_____

_____

Indicate the policy which includes information on providing interpreters.

The policy is A.R. 96.10 City Accessibility Policy for People with

Disabilities which is attached.

14. Readers

List all the Program activities (i.e. filling out forms, access to documents on computer screens, etc.) where readers for persons with vision impairments and assistants for persons with manual impairments might be needed to ensure that such individuals can participate fully in the Program (remember this is access by the public, not employees).

_____

_____

_____

_____

What procedures does the Program use to provide assistance in reading or writing for individuals with disabilities?

_____

_____

_____

_____

How are blind and visually impaired persons or other disabled persons informed of the availability of readers or other assistance?

_____

_____

_____

_____

What Program unit and position(s) are responsible for ensuring that readers and assistants are provided in Program activities.

_____

_____

Indicate what policy includes information on providing readers and assistants for the Programs.

The policy is A.R. 96.10 City Accessibility Policy for People with _____

Disabilities which is attached. _____

15. **Assistive Listening Devices (ALD's)**

Describe the procedure the Program has for ensuring that individuals with hearing impairments who do not read sign language can participate effectively in meetings, conferences and hearings.

The procedure will be to check out a portable Assistive Listening Device

from the audio-visual room in Financial Management. _____

How are deaf and hard of hearing persons informed of the availability of ALDs?

_____

_____

_____

_____

What departmental unit and position(s) are responsible for providing ALD's in the Department's programs and activities?

_____

_____

Indicate the policy that includes information about providing ALD's in Department programs and activities.

The policy is A.R. 96.10 City Accessibility Policy for People with

Disabilities which is attached.

16. Audio-Visual Presentations

Describe the ways that audio-visual presentations (film, video tape or television) are used by the Program.

_____

_____

_____

_____

_____

Indicate if these presentations are captioned and, if they are not, what steps have been taken to ensure that hearing impaired persons can benefit from these presentations.

_____

_____

_____

_____

_____

Indicate the policy that includes the information about making audio-visual presentations used by the program accessible to individuals with disabilities.

The policy is A.R. 96.10 City Accessibility Policy for People with

Disabilities which is attached.

What Program unit and position(s) are responsible for ensuring that audio-visual presentations are accessible to individuals with disabilities?

_____

_____

17. **Automated Electronic Equipment**.

Describe the ways the Program uses automated electronic equipment, including automated telephone equipment and computers in its programs and activities.

_____

_____

_____

Describe the steps that have been taken to determine if the automated equipment is accessible to and usable by individuals with disabilities.

_____

_____

_____

_____

What Program unit and position(s) are responsible for ensuring that automated electronic equipment is accessible to and usable by individuals with disabilities.

_____

_____

Indicate the policy that includes the information about the accessibility of automated electronic equipment to individuals with disabilities.

The policy is A.R. 96.10 City Accessibility Policy for People with

Disabilities which is attached.

18. Emergency Evacuation

Describe how the Program notifies employees and the public of an emergency.

_____

_____

_____

_____

List equipment that is used to notify individuals of an emergency.

_____

_____

_____

_____

What departmental unit and position(s) are responsible for establishing and implementing emergency evacuation procedures?

_____

_____

_____

_____

Indicate what policy includes information on emergency evacuation procedures.

_____

_____

19. Comments & Suggestions

Are there any resources, practices, or procedures the Program has found to be particularly helpful in serving people with disabilities?

_____

_____

_____

_____

Do you have any other comments or suggestions that could assist this Program in better providing equal opportunity for people with disabilities?

_____

_____

_____

_____

The End. Thank you for your input and cooperation!